

BSNL Corporate Office

**Pension Section 5th floor,
Bharat Sanchar Bhawan
H.C. Mathur Lane,
New Delhi-110001**

**BSNL***Connecting Bharat*

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No. BSNLCO-A/12(14)/2/2022-ESTAB/

Date: 01-July-2025

To,

**All Heads of Circles/Telecom Districts/ Regions/Projects/Telecom Stores/
Telecom Factories & Other Administrative Offices, Bharat Sanchar Nigam
Limited**

(Kind Attn. : Nodal Officer of the Circles for settlement of Pension cases)

Subject : Achieving Zero Pendency in Pension/Family Pension Cases-reg.

Sir,

I am directed to refer to communications and references received from various CCA Offices, CGCA, and DOT HQ wherein the issue of pendency of pension cases have been highlighted. It is also important to note that CCS (Pension) Rules, 2021 provides detailed guidelines and timelines for processing of pension cases. In order to complete timely processing of pension cases and to achieve the target of ZERO PENDENCY MISSION in pension and family pension cases, it is emphasized that the following key activities may be followed:

1. **Service Book Scrutiny and Completion of entries:** It may be ensured that all necessary documents and entries, including Service Verification, CGEGIS, LSPC, Pay Fixation details, Increments, Transfers, and Postings are systematically recorded in chronological order.
2. **Service Verification:** Service Verification as per Rule 30 of CCS (Pension) Rules 2021 for all eligible officers/officials may be completed in accordance with the timelines stipulated therein. A comprehensive list indicating the total eligible cases, settled cases, pending cases, and reasons for any delays must be communicated to the concerned CCA Office. Regular meetings with the CCA office should be arranged to resolve pending issues.
3. **Timely Submission of Pension Documents:** The stages for processing of pension cases on superannuation may be completed as per timelines provided under Rule 57 of CCS (Pension) Rules, 2021. Pension/Family Pension papers and requisite documents may be collected from claimants and submitted to the concerned CCA office for thorough scrutiny well in advance.

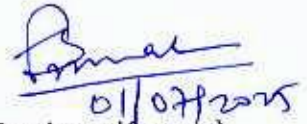
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4. **Retirement Forecasting:** A detailed list of BSNL employees retiring within the next two years may be provided to the respective CCA office. Any modifications to this list must be communicated promptly. The list should also be made available on the BSNL intranet portal for retiring employees' reference.
5. **Monthly Review Meetings:** Periodic review meetings may be conducted with the concerned CCA office to address unresolved issues to achieve the Zero Pendency Mission.
6. **Awareness Initiatives for Pensioners:** Employees due to retire, Pensioners and family pensioners may be sensitized through various channels to ensure that they submit claim papers and requisite documents on time for smooth resolution of their pension cases.

This issues with the approval of the Competent Authority.

Yours faithfully,



(Sanjeev Kumar)

Asstt. General Manager (Estt-I)

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